

16th MEDICAL GROUP



PATIENT HANDBOOK

HURLBURT FIELD, FLORIDA

May 2005

16th Medical Group



Unit Mission

To provide exceptional preventive and curative health services for our war-fighters and their families.

Vision

For our customers...they will say that they received the most timely, sensitive, and highest quality care of their careers from the professionals of the 16 MDG.

For the Commando Medics...your assignment here will be the most rewarding, both personally and professionally, of your career.

Values

In addition to the Air Force Core Values of Integrity, Service and Excellence, our specific 16 MDG values are:

Courtesy, Respect, Sensitivity...toward ourselves, and those that we serve.

Goals

1. Sustain exceptional *access* to sensitive, timely care based on customer satisfaction and Air Force Medical Service goals.
2. Sustain exceptional *quality* of preventive and curative health care based on customer satisfaction and Air Force Medical Service goals.
3. Sustain the readiness of Hurlburt Field's warriors by achieving goals 1 and 2.
4. Pursue a comprehensive mentoring program.

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GENERAL INFORMATION

LOCATION

The 16 MDG is located on the east side of the base at 113 Lielmanis Avenue, Building 91020, across the street from the Commissary, Base Exchange, and Eglin Credit Union.

HOURS OF OPERATION/ACCESS TO CARE

The 16 MDG is an outpatient clinic and our hours of operation are from 0800-1630, Monday through Friday. The clinic is closed between 1630 and 0800 Monday through Friday, on weekends, holidays, and wing down days. In addition, the clinic is closed the third Wednesday of every month after 1100 for unit training. For specific clinic information, see section on services available. **THE 16 MDG DOES NOT HAVE AN EMERGENCY ROOM.**

Child care services are not available at the clinic. For the safety of your child and to comply with regulations, please make alternate child care arrangements.

You can schedule an appointment with your provider by calling Central Appointments (884-7882 or 883-8600) Monday through Friday, 0600-1800. If you require specialty care and/or testing, your primary care manager (PCM) will arrange for care at the 96 MDG, Eglin AFB, or at a civilian TRICARE network provider. Specialized care (e.g., cardiology, dermatology, internal medicine, neurology, oncology) is available at Eglin AFB or the civilian TRICARE network.

EMERGENCY CARE

For emergency care, call 911 or go to the nearest emergency room. The 96 MDG Emergency Room, Eglin AFB, is available 24 hours a day. The 16 MDG does not have an emergency room. **Medical emergencies that require care beyond the capabilities of our clinic include, but are not limited to: chest pain, difficulty breathing, significant injury or bleeding, loss of any of the five senses, or slurred speech.** If you or someone with you needs emergency care, proceed to the nearest emergency room or call 911 for EMS response. If you receive emergency care at a civilian facility, notify your PCM through Central Appointments within 24 hours. Out of area authorization for all care can be arranged at **1-877-566-6523**.

MAKING AN APPOINTMENT/AFTER HOURS CARE

883-8600/884-7882

Appointments for active duty personnel and their family members are available through the Central Appointments desk. Same day (acute) and routine appointments may be obtained by calling **884-7882 or 883-8600**. The **Central Appointments desk begins answering the phones at 0600-0700 for active duty only and at 0700 for family members/retirees enrolled in TRICARE Prime.**

During peak morning hours, the number of staff available to answer calls is increased; however, you may still experience a slight delay. If you are put on hold, **DO NOT HANG UP AND REDIAL**. This will only cause you to go to the end of the waiting line.

After-hours and weekend calls will be forwarded to an on-call answering service. The answering service will page/call our providers when a patient needs to contact them. Neither the provider nor the answering service will be able to make appointments or access medical records after hours.

MEDICAL APPOINTMENT CANCELLATION

883-8600/884-7882

You can help make it easier for yourself and others to obtain a clinic appointment by notifying us if you are unable to come in for your scheduled appointment. To do this, you simply need to call Central Appointments (883-8600) at least 24 hours before your medical appointment. If you are unable to call Central Appointments 24 hours before the scheduled appointment, please **call the clinic you are scheduled with to cancel**.

The sooner we are aware of a cancelled appointment, the more likely it will be that we can use that slot for another patient in need. Please be courteous to your fellow 16 MDG patients; cancel in advance rather than “No Show.”

OFF BASE MEDICAL CARE

TRICARE Prime enrollees must first obtain a referral from their PCM in order to receive care in the civilian network. TRICARE Standard patients may use a civilian health care provider for care without a referral authorization. Non-active duty TRICARE Prime do not need an authorization for limited optometry and mental health care. Please visit your local TRICARE service center or call Humana at 1-800-444-5445 for details.

SERVICES AVAILABLE

MEDICAL RECORDS

881-5119/5221

Outpatient Medical Records are the property of the U.S. Government. All patients enrolled to this facility are required to maintain medical records at the clinic. Copies of medical records may be furnished for separation, retirement, insurance, VA disability, and specialty appointments. If you are a spouse or the parent of a child 18 years or older you must have a power of attorney, Medical Release of Information form on file, or a notarized statement to request and pick up records copies. Please see the Release of Information Office, located in the TRICARE hallway, for records request forms. Medical records will be delivered to appointments scheduled at both Hurlburt Clinic and Eglin Hospital. For all other appointments, patients may request a copy of pertinent sections of their records.

OSPREY/SPECTRE FAMILY PRACTICE CLINICS

881-5221/5119

Non-rated personnel and other eligible beneficiaries enrolled in TRICARE Prime to Family Practice PCMs are seen in these general medicine clinics. A parent or legal guardian must accompany family members under the age of 18 while in the facility. **Please inform clinic personnel if making an appointment for suspected chicken pox or severe respiratory ailment.**

If you need medication refills, lab result requests, or have routine questions for your provider you may submit a telephone consult through Central Appointments. Your team nurse or provider will return your call within 3 duty days.

WOMEN'S HEALTH

881-3907

The Women's Health Clinic provides gynecological, low-risk prenatal care (up to 35 weeks gestation), and postpartum follow-up for 16 MDG enrollees. Women may have the option of scheduling their annual women's health examinations either with their PCM or in the Women's Health Clinic. Low-risk prenatal patients being seen at Hurlburt Field will deliver at Eglin or a local civilian hospital. High-risk conditions include insulin dependent gestational diabetes, twin pregnancy, pregnancy induced hypertension, and pre-term labor. Obstetrical services for all high-risk and other routine pregnancies are available at Eglin Hospital, Naval Hospital Pensacola, or a civilian medical facility with a referral. Non-medical assistance and/or pregnancy counseling can be received by contacting the Behavioral Health Clinic, Family Support Center, or the Base Chapel.

All complicated OB care and deliveries are performed at Eglin by the on call OB/GYN staff. The number for Eglin OB/GYN clinic is 883-8342. Depo-Provera injections are given at the Hurlburt Women's Health Clinic on a walk-in basis 0800-1100. Clinic hours are 0800-1200 and 1300-1630.

PEDIATRIC CLINIC

881-3499

Children enrolled in TRICARE Prime–Hurlburt Pediatric Clinic are seen by appointment only. Well child and school physical appointments may be booked up to 28 days in advance.

Sick children are usually seen on the day you call for an appointment. If you call after 1430, your child will likely be given an appointment for the following duty day. If, because of the severity of the child's illness, you feel that you cannot wait for an appointment, you may take your child to the Eglin emergency room. To ensure the emergency room's continued ability to provide urgent access for seriously ill children, please do not take your child to the emergency room for convenience. **Please inform clinic personnel if making an appointment for suspected chicken pox.**

If you need a medication refill, lab results, or have questions, please call Central Appointments and leave a telephone consult request. We suggest that you leave several good phone numbers to contact you. The pediatric clinic will return telephone consults within 1 duty day.

If you receive emergency care at a civilian facility, notify your PCM the next duty day. Out of area authorization for all care can be arranged at **1-877-566-6523**.

FLIGHT MEDICINE

881-2134

The Flight Surgeons' Office provides medical care for flyers, special operational duty personnel, and their spouses. They review and process all medical grounding and return to flying/controlling/jumping duty requests.

Flight medicine clinic hours are 0800-1630, Monday-Thursday. They are closed on Friday at 1430 for in-house training. Walk-in active duty sick call hours for flyers and special operational duty personnel are 0800-0830 and 1300-1330, Monday-Friday.

OPTOMETRY CLINIC

881-3918

Optometry appointments are scheduled through Central Appointments, 884-7882. Eye glasses and mask inserts can be ordered any afternoon on a walk-in basis with a current prescription (less than 1 year old). For those with prescriptions over 1 year, please schedule a routine exam. The Aircrew Contact Lens Program is fully supported with funding through the individual squadrons (available for those on flying status only).

LIMITED contact lens care is provided for active duty members who currently wear contacts if your contact lens prescription (different from a spectacle prescription) is recorded in your medical record. It is the patient's responsibility to ensure any prior contact lens prescriptions are in their medical record at or prior to the appointment.

You must wear the lenses into the clinic for your examination.

If you are interested in the PRK program, you must schedule an annual eye exam (you are only authorized one routine exam every 12 months, no exceptions). You must go to the PRK website at <https://www.afms.mil/warfightereyes> to review the current requirements for the program (example, you must be 21 years of age) and you must have an optometrist at Hurlburt Field examine you.

IMMUNIZATION CLINIC

881-5912/1373

Immunizations are administered Monday-Friday from 0800-1130 and 1300-1630. Allergy shots are administered Monday, Wednesday, and Friday from 0800-1100 and 1300-1530. TB tests are not administered on Thursday.

PUBLIC HEALTH ADMINISTRATION OFFICE

881-5625

Community Health Management Communicable Disease Section (881-4049): The following services are provided on a walk-in basis: communicable disease information, sexually transmitted disease counseling, and tuberculosis detection and control education.

Food Safety and Sanitation (881-5626): The food safety office is responsible for sanitation inspections of public facilities, food facilities, temporary food booths, and family home day care. This section is also responsible for the medical entomology program.

Force Health Management

Deployment Medicine (881-4756/5965): Responsible for all pre-and post-deployment processing of individuals and units for overseas deployments.

Occupational Health (881-5971/5952): Responsible for all fetal protection interviews (first step to getting a pregnancy profile), earplugs/earplug fittings, occupational health education materials, and occupational illness reporting.

Medical Standards (881-5973/5974): Walk-in medical reviews for PCS, TDY, separation, retirement, special duty, and retraining are done Monday through Thursday from 1230-1430. You must bring your clearance letter for these reviews. Medical standards processes all medical profiles and DNA testing.

Public Health office hours are 0800-1630, Monday – Thursday, and 0800-1430 Fridays.

LIFE SKILLS SUPPORT

881-4237

The Life Skills Support Center provides psychological assessment, psychotherapy, and consulting services to active duty personnel by walk-in and appointment. They also provide suicide prevention briefings and stress management classes. Psychological consultation and training are provided to squadron members and squadron leadership on a by-request basis. Active duty family members are seen on a space available basis. If on base services are unavailable, we can help you find high quality, timely services in the civilian provider community.

FAMILY ADVOCACY PROGRAM (FAP)

Family Treatment Program

881-5061

Family Treatment Programs are available for families with identified need based on an incident of maltreatment. Licensed clinical social workers provide individual, couple, and family therapy and psycho educational groups. Family Advocacy counseling is an excellent resource to help enhance family living or for support to get families back on track.

Outreach Program

881-4936

Outreach program prevention services are designed to enhance the quality of military family life. Learning new approaches to parenting, couple's communication, and life management skills support healthy families and build family strength. Prevention programs include newcomer orientation briefings, anger management seminars, special events, and classes. In addition, outreach participates with other community agencies (on and off base) to support families experiencing deployment and TDY separation.

New Parent Support Program (NPSP)

881-4182

The NPSP provides professional support, counseling, and education for new parents. The experienced staff provides new parents and parents with children up to 3 years old with the tools and information they need to be successful parents. NPSP staff helps to foster safe, happy families. The NPSP offers expectant parent classes including childbirth and baby basics. NPSP nurses provide health, nutrition, breastfeeding, and child development information. NPSP is one of the best investments parents can make for their family's future.

ALCOHOL DRUG ABUSE PREVENTION AND TREATMENT PROGRAM (ADAPT)

884-5636

ADAPT provides substance abuse prevention, education, treatment, aftercare, consultation, and referral services. Prevention and education includes First Duty Station briefings, New Duty Station briefings, Substance Abuse Awareness seminars, commanders call briefings, and squadron commander/first sergeant training seminars.

DRUG DEMAND REDUCTION PROGRAM (Military Drug Testing)**Hours: Monday – Friday, 0700-1600****884-2574/3992****Building 90317 (across from J.R. Rockers)**

Manages the Military Drug Testing Program. Provides drug education by sponsoring/participating in various community programs to include: Commando Agencies Reaching Everyone, Community Action Information Board, Red Ribbon Campaign, Month of the Military Child, Youth Center-sponsored Street Smart and Sports Programs, First Sergeants Council updates, and local drug threat briefings for key personnel. Conducts military drug testing in accordance with AFI 44-120, Drug Abuse Testing Program.

BIOENVIRONMENTAL ENGINEERING (BEE) (BLDG 91041) 881-1822

BEE assesses the workplace for health hazards from any biological, chemical, or physical agent exposures and recommends proper engineering controls or protective equipment to eliminate them. They are a point of contact for Hazard Communication and worker right-to-know programs.

- a. BEE is the Base Radiation Safety Office. They monitor all x-ray, radio frequency, laser, and broadband light sources to ensure worker and general public exposures are kept as low as reasonably achievable.
- b. BEE monitors base drinking water quality. They perform all testing to show compliance with the Safe Drinking Water Act and publish the Hurlburt Field Drinking Water Consumer Confidence Report every July. They also test and monitor the base swimming pool to ensure public safety.
- c. BEE works in many facets of environmental protection to minimize base operational impact on our environment. They also perform on-site inspections to ensure no base building occupant is exposed to asbestos, lead based paint, or poor indoor air quality.
- d. BEE is your point of contact should a health care provider see/suspect an occupational illness which needs to be investigated (dermatitis, ergonomic injuries, sensitization, suspected ionizing/non-ionizing exposures, suspected laser exposures, etc.)

PHARMACY**881-2133**

Pharmacy offers new and refill prescription services to all military active duty personnel, retirees, and their family members Monday-Friday, 0800-1630. Prescriptions are filled on a first-come, walk-in basis. We can fill refills from other locations if the originating facility will let us transfer it, and if it is a medication we carry. This process usually takes about 24 hours. The pharmacy operates a user-friendly telephone refill system that is required for all prescription refills. You can access our refill system at **881-5835 or toll free 1-866-257-2656.**

Pharmacy Prescription Refills. Patients may call in to quickly request a prescription refill, 24 hours a day, 7 days a week. Refills will be ready the next business day after 0900 hours.

The call-in telephone refill system also provides the caller with details about their prescription, such as what day and time you may pick up your refill and how many refills you have remaining. In addition, the refill service can provide important information about pharmacy services and hours of operation. When calling in a prescription refill, please have the patient's name, sponsor's social security number, and prescription number available before dialing your telephone. The prescription number is located in the top left-hand corner of the prescription label after the letters "RXH". Our pharmacy will honor refills originally prescribed at Eglin AFB for medications we stock. If you have questions or concerns, please feel free to contact us at (850) 881-2133.

TRICARE Mail Order Pharmacy (TMOP)

If you take prescription medications for long-term, ongoing conditions, the TRICARE Mail Order Pharmacy (TMOP) and Express Scripts will help you save both time and money. There is no co-payment for active duty service members. All other beneficiaries can order up to a 90-day supply of medication for the same co-payment as a 30-day supply at a retail pharmacy. That's a 66% savings for you. TMOP also includes convenient online services. You can order refills online, print forms to fill new prescriptions, check your order's status, and much more. For more information about how to use TMOP, beneficiaries may visit the Express Scripts Web site at www.express-scripts.com or contact TMOP member services at (866) DOD-TMOP, (866) 363-8667.

Advantages of TMOP

Convenient

- The TMOP benefit allows you to save gasoline, mileage on your vehicle, travel time and wait time at the pharmacy.
- You can fill your prescriptions by mail and order refills by mail, phone or online.
- TMOP registration packages can be picked up at the local TRICARE Service Center located in the AmSouth Building on Beal Ave. and at the 16 MDG TRICARE office or pharmacy window. For questions, please contact the 16 MDG TRICARE Health Benefits Advisors at 881-5177 or 881-3912.
- Standard shipping and handling are free. You can request expedited shipping for an additional charge.
- Your prescriptions will be mailed to any U.S. postal address, including temporary addresses, APO and FPO. If you are assigned to an embassy and do not have an APO/FPO address, you must use the official Washington, D.C., address.

Safe

- Registered pharmacists verify your order twice for accuracy and safety.
- Your prescriptions are checked against your medication profile through a direct link to the Department of Defense (DoD) Pharmacy Data Transaction Service (PDTS). PDTS holds records of all prescriptions processed from Military Treatment Facilities, TRICARE retail network pharmacies and the TRICARE Mail Order Pharmacy.
- Your prescriptions are shipped in plain, weather-resistant pouches for your protection and privacy.

To Fill a New Prescription by Mail

1. Ask your doctor to write a new prescription for up to a 90-day supply* (with up to three refills) of your medication.
2. Log on to Express-Scripts.com and follow the prompts to print a prescription order form. This form only needs to be completed once, unless health conditions change.
3. Mail your completed order form, your written prescription and payment (credit card [preferred], check or money order) to the address shown on the form.

Note: If this is your first visit to Express-Scripts.com, you'll need to complete a brief registration process to receive your user name and password. During subsequent visits you can then directly log on to the site. By registering you'll also gain access to information about prescription drugs, health conditions and other information.

*Up to 30-day supply for controlled substances. Military providers must have their own DEA number to prescribe controlled substances.

LABORATORY (CLINICAL)

881-5166

The laboratory offers outpatient care to active duty and TRICARE Prime beneficiaries. The hours of operation are 0800-1630, Monday-Friday. Test requests are performed in the order they are received unless otherwise directed by the ordering provider. Your lab tests should be completed on the same day of receipt, and a report will be sent electronically or faxed to the ordering physician; exceptions include throat/urine cultures and referrals (tests sent to a reference lab). If your lab request is on paper, please bring it to our window and we'll gladly put the order into the computer system for you. Your provider may also request tests that have special instructions. In these situations, please stop by the lab or call if not in the clinic to get instructions before testing. To obtain test results please call Central Appointments at **884-7882** and request a "telephone consult" for your PCM.

RADIOLOGY

881-5168

Radiology provides routine diagnostic radiographic examinations to all beneficiaries eligible for military health care. Special examinations such as ultrasound, Computerized Axial Tomography (CAT) scan, Magnetic Resonance Imaging (MRI), and Intravenous Pyelograms (IVPs) are done at Eglin AFB or other TRICARE participating medical facilities. Scheduling and patient procedure instructions are provided here.

DENTAL SERVICE

884-7881

The clinic provides dental care for active duty members only. Family members are encouraged to enroll in the TRICARE Dental Program (TDP). You can enroll in the TDP by visiting our Health Benefits Advisor or at www.ucci.com. Retirees and their dependents can enroll in the TRICARE Retiree Dental Plan by visiting our Health Benefits Advisor or at <http://www.ddpdelta.org/>.

The Hurlburt Dental Clinic provides dental care Monday–Friday, 0800-1630. Dental sick call patients should report at 0800 or 1230. Emergency patients are evaluated and seen in order of priority based upon the acuteness of their condition. Dental check-ups and cleanings are scheduled through each squadron's unit health monitor.

After-hours dental emergencies (e.g. acute trauma, bleeding, and infection with swelling) may be evaluated through the Eglin emergency room, **883-8227**.

HEALTH AND WELLNESS CENTER (HAWC)

884-4292

Our HAWC offers over 20 outstanding health promotion programs, to include tobacco cessation, several nutrition and weight management classes, fitness education courses, and self-care information. Educational materials are also available for check out to include books, videos, and audiocassettes.

The HAWC is located in the Commando Fitness Center. All training for the AF fitness program will be provided by the HAWC. The HAWC's hours are 0800-1630 Monday-Friday.

Referrals are not required to obtain services although classes are provided on a first come first serve basis and some fill up fast.

PHYSICAL THERAPY

881-4327

The Physical Therapy (PT) Clinic is located on the first floor of the clinic. The hours of operation are 0800-1630 Monday-Friday, closed daily from 1130-1300.

Currently, the PT clinic accepts referrals for active duty patients enrolled to the Hurlburt Field Clinic. All dependents and retirees will be seen on a space available basis. Patients who cannot be seen at the clinic will be referred to the Eglin PT Clinic.

The PT Clinic is a referral service for musculoskeletal complaints and post-operative orthopedic care. In order to be scheduled for an evaluation, a consult from your PCM is required. After the consult is entered, please call the PT Clinic directly to schedule your appointment at 881-4327. If the staff is unavailable, please leave a clear message with your name and number and we will call you back.

In order to make the initial evaluation process more efficient, we ask that you arrive **15 minutes** prior to your appointment time to fill out required paperwork and change clothes if necessary. If you are coming to PT with a **hip, knee, or back** problem, please **dress accordingly** to allow the therapist to complete a proper and full evaluation (i.e., shorts and T-shirt in order to expose area of complaint). Please allow yourself enough time to change prior to your scheduled appointment.

During the initial appointment, a therapist will conduct a complete evaluation to determine a proper diagnosis and plan of care to help you return to a pain free and functional lifestyle. The plan of care will vary from patient to patient and may include treatments in the clinic, exercise sessions at the gym, and/or a home exercise program. In order to help carry out your plan of care, future appointments, either for treatments in the clinic or gym or a follow-up, will be scheduled prior to leaving the clinic.

If you cannot make your scheduled appointment, please call us at 881-4327 to cancel and reschedule your appointment. After three consecutive no-shows or no contact after 1 month, your referral will be administratively closed and you will have to return to your provider for another referral.

PATIENT RIGHTS AND RESPONSIBILITIES

ADVANCED DIRECTIVES

Advanced directives are documents allowing a person to give directions about future medical care or designate another person(s) to make medical decisions if he/she should lose decision-making capacity. They are available through the base Legal Office or private attorneys. The base Legal Office offers health care surrogate forms and living wills for all ID card holders. Patients should place a copy of any advanced directive in their medical record as soon as possible. The base Legal Office also offers power of attorney documents that will be required for minors needing medical care who are temporarily under another adult's custody.

PATIENT RIGHTS

YOU HAVE THE RIGHT TO:

- Quality care consistent with available resources
- Have your pain assessed, treated, and have proper follow up

- Considerate, respectful care in a safe environment
- Private, confidential care as permitted by law

YOU HAVE THE RIGHT TO BE INFORMED OF:

- Your provider's identity, credentials, and status
- All facets of your healthcare, in laymen's term

PATIENTS' RESPONSIBILITIES

- Provide accurate and complete background information regarding your health problem and past illnesses
- Acknowledge your understanding of treatment
- Respect the rights and property of other patients
- Follow your treatment plan to include keeping or canceling appointments
- Make sure your records are returned for filing
- Follow all facility rules and regulations

Medical and Dental Records: The health record is the property of the United States Government. IAW the Privacy Act of 1974 and the Health Insurance Portability and Accountability Act (HIPAA) of 1996, the patient has the right to the information in the record. Patient Administration Functions, AFI 41-210, paragraph A6.4.1, directs medical treatment facilities to ensure 90% availability and accountability of outpatient records.

Medical Facility Rules and Regulations: Patients must follow general medical facility rules and regulations affecting patient and visitor conduct. Please bring only those children scheduled to see a provider when you come to the clinic. This will allow us to provide better service.

PATIENT RELATIONS AND CONCERNS

The Patient Relations Program is designed to ensure you are satisfied with your medical care and to provide timely responses to your concerns. If assistance is needed to obtain service, or if the treatment does not meet your expectations, please bring it to our attention. We are here to help.

Each clinic area has a Patient Advocate to assist you with any concerns. Whenever your request for assistance cannot be handled within the service area, please ask to see the Clinic Patient Advocate located in the TRICARE hallway, call 582-7296, e-mail your

concern to patient.advocate@hurlburt.af.mil, or complete a patient concern comment card located in each section of the clinic.

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA).

“Protected health information” is individually identifiable health information. This information includes demographics, for example, age, address, e-mail address, and relates to your past, present, or future physical or mental health condition and related health care services. The Medical Treatment Facility is required by law to do the following:

Make sure that your protected health information is kept private.

You should receive a notice of our legal duties and privacy practices related to the use and disclosure of your protected health information. Please follow the terms of the notice currently in effect. We will communicate any changes in the notice to you.

You may obtain a **Notice of Privacy Practices** on the TRICARE Management Authority website www.tricare.osd.mil, calling the local medical treatment facility Privacy Officer and requesting a copy be mailed to you, or asking for a copy at your next appointment.

THIRD PARTY COLLECTIONS PROGRAM

The Third Party Collection Program (TPCP), as mandated by Congress (Title 10, USC, Section 1095 Final Rule 32, CFR part 220), will bill insurance companies for those retirees and dependents who carry medical insurance. Retirees and dependents must provide insurance information annually or when insurance information changes.

By providing insurance information, you are giving our clinic the information necessary to bill your insurance company. The money collected from the civilian insurance carrier comes directly back to the clinic to provide new equipment, supplies, furniture, renovations, and additional staff.

The medical group bills for outpatient clinic visits, ambulatory procedure visits, observation hours, immunizations, and ancillary services (laboratory, pharmacy, radiology) requested by clinic or network providers.

The amount paid by the insurance company is considered payment in full. The insurance company will furnish you with an Explanation of Benefits (EOB) that indicates their and your responsibilities. DoD will absorb your portion and you will not be billed for the difference. You will not be billed for amounts not covered by the carrier or the policy deductible.

Health insurance premiums will not be affected by the use of your benefits. The premiums you or your employer pay will remain the same whether or not the benefits are used. Since you are using your policy to allow recovery of medical costs, it is being used

as it was intended. These premiums, unlike auto insurance, do not increase because of usage.

For questions concerning the TPCP please call 881-1617.

TRICARE HEALTH BENEFIT PLAN

TRICARE, Debt Collection Assistance Officer (DCAO), and Beneficiary Counseling and Assistance Coordinator (BCAC) 881-5177/3912

TRICARE is the Department of Defense's managed health care program for active duty service members and their families, retirees and their families, survivors, and other TRICARE-eligible beneficiaries. TRICARE is a blend of the military's direct care system of hospitals and clinics and civilian network facilities. TRICARE offers two options: Prime and Standard. Our TRICARE staff can be reached at 881-5177 or 881-3912. Please visit the TRICARE website at www.tricare.osd.mil.

TRICARE Prime is the health maintenance organization (HMO) type option, under which you enroll to a Primary Care Manager (PCM). Active duty members are assigned to a PCM at the base where they work. Family members may enroll to a PCM at Hurlburt Field or Eglin AFB. The PCM provides family practice care and arranges specialty care from a network of health care providers and institutions set up by the TRICARE contractor for this region.

TRICARE Standard is a health care option provided as part of the TRICARE program where eligible beneficiaries may choose to receive care from any TRICARE authorized providers with standard cost sharing. Standard is the most costly option for beneficiaries but provides the most choice of providers. The annual outpatient deductibles for TRICARE Standard: for families of active duty E-4s and below, \$50 for one person or \$100 for a family per fiscal year. For all others, the deductible is \$150 for one person or \$300 for a family.

The Defense Enrollment Eligibility Reporting System (DEERS)

TRICARE benefits are dependent on correct DEERS information as well as proper enrollment. Newborns MUST be enrolled in DEERS through the Military Personnel Flight within 60 days to be eligible for TRICARE benefits. To update DEERS, initiate a request through the MPF, update virtual MPF, or call DEERS Support at 1-800-538-9552.

Patient Travel Benefits

Active duty members assigned and enrolled at Hurlburt Field are issued orders by the 16 MDG for referred specialty medical care at least 100 miles from the clinic (Keesler AFB, Mobile, Birmingham, or beyond).

Non-active duty Prime patients who need to travel on orders for referred specialty medical care more than 100 miles from their PCM are eligible for reimbursement of reasonable travel expenses.

The Non-Medical Attendant (NMA) entitlement allows for one medically necessary NMA to accompany a Prime enrolled patient referred for specialty medical care more than 100 miles from the PCM's location. The NMA does not have to be enrolled in TRICARE Prime. NMAs are authorized to receive medical travel orders from the 16 MDG, when the patient they are escorting is assigned to the 16 MDG and are under the age of 18. If the patient they are escorting is over the age of 18, they must have authorization from the patient's PCM or referring doctor. A NMA can be either an active duty member or a civilian. Active duty members must inform their supervisor when making travel plans.

Active duty and Prime members qualifying for entitlement must have travel orders prior to leaving for their appointment. Travel orders are processed through the Patient Administration staff at the 16 MDG. Prime members are entitled to reimbursement of actual travel expenses, lodging, and meals up to the government rate. **16 MDG will not fund rental cars.**

Travel expenses will be reimbursed in accordance with the Joint Federal Travel Regulations (JFTR). File travel vouchers within 5 days of return from travel and bring a copy of paid voucher to the patient travel clerk at the clinic.

There is **no** travel benefit for TRICARE Standard patients.

For more information on Prime patient travel reimbursement, please contact the Patient Administration staff at the 16 MDG at 881-3666/881-5177 or check the TRICARE website at <http://www.tricare.osd.mil/primetravel>.

SPECIAL NEEDS/OVERSEAS CLEARANCE PROGRAM

Special Needs Identification and Assignment Coordination Process (formerly EFMP): **881-2119**

This is a multi-service program designed to ensure families with special needs are stationed near facilities, military or civilian, that can meet their special needs. Family members with special medical, educational, and emotional needs qualify for enrollment. Enrollment in this program is mandatory and requires all military personnel with family members who have special needs to contact the process coordinator at the TRICARE/Patient Administration Office. The process coordinator will complete an assessment to determine eligibility for enrollment.

Overseas Clearance **881-2119**

All family members of active duty Air Force sponsors with an OCONUS assignment requesting travel must be screened at the 16 MDG within 6 months of Permanent Change of Station for special medical and educational needs.

Please keep in mind that this is a screening process that requires several appointments and can take some time. Therefore, the sponsor is advised to contact the Family Member Relocation Coordinator to initiate the clearance within 7 days of the initial outbound assignments appointment **to avoid any delays in receiving your travel orders.**

CLINIC TELEPHONE NUMBERS

Emergency (24 hours per day)	911
Medical Appointments	884-7882 883-8600
Dental Appointments – Active Duty	884-7881
Flight Medicine	881-2134
Life Skills Support Center	881-4237
Bioenvironmental Engineering	881-1822
Family Advocacy	881-5061
Family Practice (Osprey/Spectre)	881-5221/5119
Women’s Health	881-3907
Health and Wellness Center (HAWC)	884-4298
Immunizations Clinic	881-1373/5912
Laboratory	881-5166
Optometry Clinic	881-3918
Outpatient Records	881-5221/5119
Patient Advocate	881-3914
Pediatrics	881-3499
Pharmacy	881-2133
Pharmacy Refill System	881-5835/1-866-257-2656
Physical Therapy	881-4327
Public Health	881-5625
Radiology	881-5168
Alcohol and Drug Abuse Prevention and Treatment	884-5636
TRICARE Health Benefits Advisor	881-5177/3912

